

# Ian Maddison

Address: Silver Trees, 8 Homefield Close, Woodham, Surrey, KT15 3QH

Phone: 01932 352970 • Mobile: 07979 537370 • Email: [ian@imaddison.net](mailto:ian@imaddison.net)

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A commercially-aware IT Consultant and experienced IT Director/Head of IT with a 15 year record of successful management, infrastructure support & project delivery within B2B, B2C and outsourced commercial sectors. Possessing strong IT operational leadership and strategic-level project / programme management experience, I am results orientated and delivery-focused with IT Director, IT Manager, Project Manager & Client-Facing skills. I bring experience of business change management, aligned IT architecture, IT strategy & service, server & technology consolidation, systems migration, business improvement, network management, supplier management, team management, IT helpdesk & technology deployment in business & outsourced environments to provide organisations a competitive advantage.

## Key IT Achievements Include

- Delivery of key infrastructure projects to scope & cost for clients across many business sectors in 2009/10
- Deployment of server consolidation & virtualisation projects to clients in several business sectors in 2010
- Strategic level consultancy to Estate Agents in Surrey providing business improvement & increased profit
- Helpdesk & infrastructure support of key IT systems reducing cost to a leading Surrey Property Developer
- Corporate office relocation and network installation for a leading paper manufacturer based in Surrey
- Successful software migration bringing improved productivity to a Financial Services client in London
- IT & business process consultancy to improve business systems for Property Management client in Surrey
- At Badger Holdings I delivered the corporate LAN & WAN network supporting 90+ business units & sites
- Planned & deployed the migration to private IP Stream network delivering annually a £500k+ cost saving
- Delivered corporate HQ relocation of 70+ staff, including business systems & 30+ servers
- Planned & delivered IT strategy & budget, helpdesk facility & management of in-house IT team of 7
- Designed & deployed IT solutions across 10 business units delivering increased profit & competitive edge

## Professional Experience

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IT DIRECTOR : 3G Networks IT, Surrey

2008 to 2010

I am responsible for developing business relationships, managing client accounts and providing business critical support for 20+ commercial clients and their IT enterprises, including software, PC & Server hardware, IT networks, infrastructures and systems, software applications, helpdesk support, websites and telephony delivered on an outsourced basis to upward of 30 business units in and around London and Surrey

- Established 3G Networks to offer strategic level IT support to SMBE's in London & Surrey
- Responsibility for all Business Development activities for the company
- Developed & deployed business strategy to build Client base to 20+ businesses by 2010
- Responsibility for the Client Account management of 3G's business relationships
- Responsible for all aspects of the successful operation of 3G Networks IT
- Provide consultancy services, IT advice & support to businesses in a mix of commercial sectors
- Deliver business aligned solutions and strategy to small and medium sized organisations
- Provide 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> level infrastructure and network support to clients
- Provide network design, server virtualisation & management & systems deployment to clients
- Account management and project delivery of system and infrastructure solutions
- Plan and deliver CAT structured data cabling and networks for clients
- Hardware, software, telephony and business solutions design and management
- Planning, design, management and hosting of client websites
- Web development, management SEO and web strategies

**Responsible for IT management, including infrastructure, systems, strategy, applications, support, budgets, and telephony within a leading property business, delivered on an enterprise-wide basis across 90 sites**

- Appointed to key role to spearhead alignment of the IT function with the expanding needs of the business
- Focused on delivery of business-critical IT services to a network of 400+ users across multiple UK sites
- Definition of IT strategies, policies and protocols, supporting long-term business expansion and growth
- Reporting directly to the Board of Directors, advising on adoption of technology, IT and support issues
- Leadership, management & control of a multi-functional team of 6+ IT staff, including technical support
- Provision of enterprise services including back office, email, internet, security and anti-virus solutions
- Co-ordination of technical support, helpdesk facilities, planned maintenance and technology upgrades
- Supports technology including Windows, WAN, LAN Networks, internet applications & remote access
- Monitors operational performance, systems capacity, budgetary controls, SLAs & internal KPI metrics
- Ensures ongoing IT compliance with FAST, software licensing, data protection & regulatory standards
- Developed business cases and business benefit analysis for the adoption of emerging IT technologies
- 3<sup>rd</sup> party vendor management with key suppliers, leveraging capabilities & delivering value for money
- Implemented a process of change & development on an enterprise-wide basis, adopting new technology
- Led transformation of the IT function, transitioning business systems & support as part of business growth
- Built IT/IS corporate systems to facilitate control over primary income streams, providing competitive edge
- Expanded company domains & network structures over 10 years to encompass a system of 30+ servers
- Successfully created & deployed the company's internet strategy, improving profit & communication
- Deliver key technology solutions & upgrades across a diverse enterprise including DR, VOIP & CRM

**CLIENT SERVICES MANAGER: Prudential Management, London****1994 to 1996**

- Responsible for delivering improved client relationships with major corporate and blue-chip sector clients
- Appointed to senior-level role to lead development of the UK office employee relocation policy & protocol
- Focused on the delivery of special projects, including development of a primary business IT application
- Reported directly to the Client Services Director, advising on IT, technology & business process issues
- Successfully delivered enhanced IT training & coaching for staff members based at the London office

**CLIENT ACCOUNT MANAGER: Simmons Corporate Relocation, London****1991 to 1994**

- Responsible for management of relocation policy on behalf of a portfolio of 40+ blue chip customers
- Appointed to work closely with the Managing Director, leading a team of 4+ business & support staff
- Focused on effectively managing a major corporate property portfolio valued at in excess of £40m+
- Worked with key account clients including Glaxo, Smithkline Beecham, Amoco and McClaren Racing
- Handled employee relationships, major sales presentations, client liaison and on-site client reviews
- Project planning, analysis, development, implementation & resource deployment management activities
- Led an enterprise-wide IT/IS project to develop a bespoke software solution for the relocation business

**ASSISTANT MANAGER: Black Horse Agencies, Weybridge****1990 to 1991**

- Responsible for all aspects of business management, including managing IT systems & office support
- Appointed as Assistant Manager delivering enhanced business support, client relationships & profitability
- Focused on development of new clients, management of sales revenue targets and staff management

**Early Career Includes:**

- Senior Sales Negotiator - Goodman & Mann
- Sales Negotiator - Hambro Countrywide
- Internal Sales Associate - Airscrew Howden Manufacturing

## Key Skills, Business Experience & Capabilities

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Capital & Overhead Budgets	PRINCE2 Project Management
ITIL Awareness	Server virtualisation & consolidation VM & Hyper V
MS Desktop Operating Systems (NT, XP, Vista, 7)	Server OS including W2000, NT, W2003, W2008
Microsoft Exchange 5.5/03/07, SQL, ISA Server	Active Directory, SharePoint, WSUS
Network Design, TCP/IP, DNS, DHCP	DMZ's, RAS & Steel Belted RADIUS
IT Security, Checkpoint Firewall	VPN's, Secure Remote, Snort IDS
Web development, Macromedia MX	FrontPage, Fireworks & Adobe CS Web Suite
NT Backup, ARC-Serve, Veritas Backup Exec	SAN & NAS Data & Backup Solutions
Track IT Helpdesk, ACT Professional CRM	MS Access, Word, Outlook, PowerPoint
Sophos, F-Secure, Trend Micro Anti-virus/IS	MS Publisher, Visio and Project
Cisco, Netgear, Allied Telesis routers & switches	WAN Design & Management
Leased Line DSL, SHDS, LES100 Fibre Circuits	CAT5/e Ethernet Structured Cabling
Office & Data Centre Installations / Solutions	Microsoft Small Business Server 03 & 08
Deployment of Voice, IT & Business Systems	Migration of PCs, Technology & Networks
Disaster Recovery Strategy Planning	Business Continuity & DR Management
Business Process Re-engineering	Business Change Management

## Qualifications, Accreditations and Professional Development

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- PRINCE2 Practitioner Qualified
- Microsoft Certification
- Situational Leadership 2
- 3 GCE 'A' levels and 9 CSE 'O' level qualifications, including English & Mathematics
- Attended various in house & external sales training programmes
- Attended St. Georges College, Weybridge, Surrey

## Personal Information

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<b>Driving Licence</b>	Full, UK	<b>Nationality</b>	British
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<b>Interests</b>	Interests include watching and playing many sports including rugby, football and squash, I played Rugby for London Irish RFC, Esher RFC and UVRFC in Weybridge. I enjoy keeping fit, technology and a bit of DIY and most of all caring for my 3 young children.
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